From: ehbarak <ehbarak1@gmail.com>
To: webform@paypal.com
CC:
Date: Fri, 9/18/2015 5:39:01 PM
Subject: Re: Further Problems.URGENT. Question about Passwords an Password Issues VV44REXUS (KMM172874721V41412L0KM) :ppNA

Hi Karla
I will tell my friends how good is PayPal
If you find Rahul and thank him for
his prompt and effective support.
A deal?
Best
Ehud Barak

Sent from my iPhone

On Sep 17, 2015, at 21:56, <webform@paypal.com> <webform@paypal.com> wrote:

PayPal

Dear Ehud Barak,

You are welcome. We are always happy to hear from our PayPal members. We at PayPal take pride in our service, and it's a pleasure for us to know that you're a satisfied PayPal customer and that your issue has been resolved. We hope you'll tell your friends about our service.

Thank you for being part of the PayPal community.

Sincerely,
Karla
PayPal Customer Solutions
PayPal

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From: ehbarak#@gmail.com
Sent: Thursday, September ##, #### #:##:## AM (-##:##)
To: webform@paypal.com
Subject: Re: Further Problems.URGENT. Question about Passwords an Password Issues VV##REXUS (KMM172711154V37998L0KM) :ppNA

Thx. Problem solved by Reuel. A paypal team member.
He did a very good job.
Thx again.
EB

Sent from my iPhone

On Sep ##, ####, at ##:##, <webform@paypal.com> <webform@paypal.com> wrote:

> PayPal Email
>
> Dear Ehud Barak,
>
> Good day. Thank you for getting back to us. My name is Emmalyn from PayPal Customer Support.
>
> I understand that you were having difficulties adding your card to your PayPal account. In my desire to provide real time assistance, I tried calling the number registered on your account (+### #########) however; I was not able to reach you. Allow me to assist through this email instead.

Ehud, I checked your account and I did see the error message you were getting whenever you try to add your card ending in **##. There's a possibility that the card you're trying to add was previously linked to your other PayPal account or the card reached it's maximum when it comes to being added in the system. **As part of our security measures, you may only have a card added to a maximum of # PayPal accounts.**

Meanwhile, you've mentioned on your email that you wanted to add money to your PayPal account. However; the 'Add Funds' feature is not yet available in Israel due to the complexities of the worldwide financial network and local regulations. While we ensure that we comply with these regulations, some features may not be available now.

Rest assured that we're constantly working to offer more services in all countries that use PayPal.

I would suggest to contact your eBay seller and ask if they can offer other payment options aside from PayPal.

I'll be glad to hear from you if you need further assistance and I will do my best to give you immediate answers.

- Call #-###-###-####
- #:## AM PT to ##:## PM PT, Monday through Friday.
- #:## AM PT to #:## PM PT, Saturday and Sunday

We value the trust you put in us and wish you continued success. Thank you for choosing PayPal.

Sincerely,

Emmalyn

PayPal

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Consumer advisory: PayPal Pte Ltd, the Holder of the PayPal™ payment service stored value facility, does not require the approval of the Monetary Authority of Singapore. Consumers (users) are advised to read the terms and conditions carefully.

From: ehbarak#@gmail.com
Sent: Tuesday, September ##, #### #:##:## PM (-##:##)
To: webform@paypal.com
Subject: Re:Further Problems.URGENT. Question about Passwords an Password Issues VV##REXUS (KMM172321369V4570L0KM) :ppNA

Hi Gladys
Sorry for bothering you again.following your advice I've set an Israeli PayPal acct. but I failed to link my Israeli MasterCard Platinum card to the acct. the answer i get is : Sorry! this card cannot be linked to ADDITIONAL PayPal accounts. try other cards.
unfortunately, I'm in NY now. i don't have any other private card. i do not have any additional(?) accounts in PayPal. I've executed tens thousands dollars of deals with the same card. never seen any problem.I have now to pay some $7000 through eBay.
please instruct me what to do?
another question: how do i put initial money into my Israeli PayPal acct? whats the process? can i put there US $?

pl advise asap.
Ehud Barak

From: <webform@paypal.com>
Date: September ##, #### at ##:##:## GMT+#
To: "Ehud Barak" <ehbarak#@gmail.com>
Subject: RE: Re: Question about Passwords and Password Issues VV##REXUS (KMM172321369V4570L0KM) :ppNA

PayPal Email

I sincerely apologize if our auto-response did not provide the information needed. Please allow me to clarify this matter.

The billing address should be the same as the address on your account. If you want to create a US account, you need to have a US billing address. You can only add a card if the billing address is the same as the email address on your PayPal account.

If you have a Israeli address, I highly suggest to create a Israeli PayPal account. The primary reason is the challenges and complexities associated with the worldwide financial network which becomes even more unique within each country.

Here's how to sign up for a PayPal account:

1. Go to https://www.paypal.com/il/webapps/mpp/home and click **Sign Up** at the top of the page.
2. Choose your account type and click **Continue**.
3. Enter your email address and create a password.
4. Click **Continue**.
5. Enter the required information.
6. Read and accept PayPal's User Agreement, Privacy Policy and Electronic Communications Delivery Policy.
7. Click **Agree and Create Account**.

You can start to use your new PayPal account right away.

You can also pay as a guest. Please select the option "Don't have a PayPal account" and it will ask you to provide the card number without having a PayPal account.

Thank you for being part of the PayPal community.

Sincerely,
Gladys
PayPal Customer Solutions Support Specialist
PayPal

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From: ehbarak#@gmail.com
Sent: Sunday, September ##, #### #:##:## AM (-##:##)
To: webform@paypal.com
Subject: Re: Question about Passwords and Password Issues VV##REXUS (KMM172232926V10683L0KM) :ppNA

Sirs
Please read again my original email. My questions are not in regard to Passwords. It is about how to Sign In and create a PayPal account.

My name is Ehud Barak. I am an Israeli citizen with no bank account in the U.S.

When I've tried today to sign in and create a PayPal account,I failed.
Reason was that the Sign In Procedure request an American Address and do NOT allow to continue and complete the signing in process.
My question is: how can I join PayPal and sign in with my MasterCard that was issued by an Israeli bank.
Please call me if you need any further clarification.
+############.
Thx
Ehud Barak

Sent from my iPhone

On Sep ##, ####, at ##:##, <webform@paypal.com> <webform@paypal.com> wrote:

> Dear Ehud Barak,
>
> Thanks for taking the time to email us.
> Here's some information about passwords.
>
> If the following information doesn't answer all of your questions, please reply to this email and one of our customer service representatives will be happy to assist you.
>
> A. How do I change my password or security questions?
> B. How do I recover my password by email?
> C. How do I recover my password by phone?
> D. How do I recover my password when my account is locked?
>
> **A. How do I change my password or security questions?**
>
> Here's how to change your password:
>
> 1. Log in to your PayPal account.
> 2. Click the **Profile** icon next to "Log out."
> 3. Click the **Security** tab below your profile picture.
> 4. Click **Edit** beside "Password."
> 5. Enter your new password and click **Change Password**.
>
> Here's how to change your security questions:
>
> 1. Log in to your PayPal account.
> 2. Click the **Profile** icon next to "Log out."
> 3. Click the **Security** tab below your profile picture.
> 4. Click **Edit** beside "Security Questions."
> 5. Enter your security questions and answers, and click **Save**.
>
> **B. How do I recover my password by email?**
>
> Here's how to recover your password:
>
> 1. Go to www.paypal.com.
> 2. Click the **question mark** (**?**) in the password box.
> 3. Enter your email address and the security code, without spaces.
> 4. Click **Continue** and follow the instructions on the screen.

Next, we'll send you an email or ask you to verify some account information. If we send you an email, click the link in the email to create a new password. If you can't log in to your email account, you can recover password by phone.

C. How do I recover my password by phone?

You can recover your password even if you do not use, or do not have access to, the email address associated with your PayPal account.

Here's how to recover your password:

1. Go to www.paypal.com.
2. Click the **question mark** (**?**) in the password box.
3. Enter your email address and the security code, without spaces, then click **Continue**.
4. Click **By phone**.
5. Select a phone number for us to call you at, pick a time, and then click **Continue**.
6. When we call you, enter the #-digit code, and click **Continue**.
7. Select a method of account verification, enter your information, and click **Continue**.
8. Enter a new password and click **Submit**. You will automatically be logged in to your account.

D. How do I recover my password when my account is locked?

If your password is entered incorrectly too many times, you'll need to call us to reset it.

Here's how to reset your password by phone:

1. Call #-###-###-####. We'll give you a #-digit code, then send you an email.
2. Click the link in the email.
3. Enter the #-digit code we gave you.
4. Create a new password and select # security questions.

Sincerely,

PayPal

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